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ABSTRACT

All libraries of the 19 campuses in the California State University system were surveyed abcut their interlibrary loan operations. Information concerning the turnaround time was sought in three specific areas: (1) frcm date of patrcr request to date of patron receipt; (2) from date of library request to date of patron notification; and (3) from date sent from lending library tc date cf receipt in borrowing library. These figures enabled the researchers to determine and compare the turnaround time for United Parcel Service and the U.S. mail. Significant findings include a total turnaround time of 5.1 days (1.0 days for borrowing library's routines, 1.8 days for lending library's routines, and 2.3 days for UPS or mail delivery); fundamental peculiarities with the UPS delivery system, through UPS and the U.S. mail were very close in terms of delivery time; 10 percent of the cancellaticns cf transactions were due tc non-ownership and 5 percent were due to missing material; and 11 percent of the status reports took longer than five days. Recommendations related to these findings are provided, as well as appendices that include the forms and instructions used in the survey, data on the turnaround time for each campus, and a tabulation of responses to the questicnnaire that describe the IIL operation in the individual institutions. (JD)

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CALIFORNIA STATE UNIVERSITY AND COLLEGES

NORTHERN LIBRARY REGIONAL COOPERATION BOARD

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# Northern Network Committee Interlibrary Loan (ILL)

# Survey Report

November 1978

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Floyd R. Erickson

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC) AND USERS OF THE ERIC SYSTEM."

Submitted by:

Nancy Noda, San Francisco State
John Reister, CSU Chico
Melissa Rose (Chair), CSU Hayward
Jo Bell Whitlatch, San Jose State

IR006935

The members of the Northern Network Committee wish to thank all of the many persons in interlibrary loan departments throughout our 19 campus system who participated in this survey.

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# NORTHERN NETWORK COMMITTEE INTERLIBRARY (ILL) SURVEY REPORT

## BACKGROUND AND PURPOSE OF SURVEY

As a step towards achieving the goal of cooperative resources used by all CSUC libraries, the Northern Regional Cooperation Board met in the Spring of 1977 to develop the organizational structure recommended in the Library Cooperative Action Committee Report. As a part of this structure, a Network Committee was established and the following people were appointed to serve:

Henry Madden - Fresno (convener)
Nancy Noda - San Francisco
John Reister - Chico
Melissa Rose - Hayward
Jo Whitlatch - San Jose

As part of its charge the Network Committee was asked "To evaluate the delivery system and its capability of providing delivery of materials anywhere in the system within 48 hours." In addition "... the Committee was asked to consider turnaround time, fill rate, and inequity in the workload involved in interlibrary loan."

When the Committee members met for the first time in October 1977, we began work on this particular aspect of our assignment. It was agreed that all CSUC ILL transactions should be studied during a short but relatively busy portion of the semester/quarter in the Spring of 1978. In order to gather the necessary data we chose to survey each library in the system during the last two weeks in April.

We agreed on the general outline of the forms to be used in gathering specific data relating to turnaround times and fill rates. In addition, we decided to solicit subjective responses on the actual working situation in each ILL office (i.e., equipment, personnel and space considerations). An initial draft was submitted to northern ILL personnel for their comments and suggestions. In December, the final plans for the survey were presented to ILL personnel from all CSUC campuses who attended the ILBS workshop in Los Angeles. Survey forms and instructions were sent to all campuses in late March and early April. (Please see Appendix A).

## STRUCTURE OF SURVEY

Between April 17 and April 28, each campus ILL operation tagged all CSUC ILL requests to determine the turnaround time in three specific areas: (1) from date of patron request to date of patron receipt; (2) from date of library request to date of patron notification; and (3) from date sent from lending library to date of receipt in borrowing library. (These figures would enable us to determine and compare UPS and US mail turnaround time). Data on all lending transactions were gathered to determine internal processing time. Explicit tagging instructions were included in the survey materials (Appendix A, pp. 2 and 6). Since only initial requests were tagged, the tabulated fill rate would not represent successful resends. All tags were to remain with the requests received or sent until they were either completed or cancelled, or until May 19, 1978. At this time all tags were returned to the Hayward campus to await tabulation by the Committee. All campuses responded to the survey.

## COMPILATION OF DATA

At its June 1978 meeting, the Committee began its review of the returned tags. The Committee agreed upon certain statistical categories of data which would be useful in analyzing the success of ILL turnaround time ( in particular UPS service). These categories appear in the next section, "Nineteen Campus Summary of Interlibrary Borrowing and Lending Statistics and Committee's Analysis." Ground rules used in compiling the data were as follows: In determining turnaround time for all operations, only week days, Monday-Friday were counted. Thus, in a category, such as "Date item sent to date item received", weekends or holidays would not be counted in determining the "Days elapsed." Incomplete cards were normally discarded. The survey was conducted at a peak workload period in ILL and understandably the Committee did receive a few cards that were so incomplete that no useful data could be gathered. We also received a number of transaction cards which were initiated by the patron either before the survey began (April 17) or after the survey was to be completed (April 28). Because we wished the data to be uniform for all nineteen campuses, all cards initiated before April 17 or after April 28 were discarded.

Individual Committee members then tallied the number of transactions by campus in each statistical category. A summary was prepared for each campus (See Appendix D) as well as a statewide summary, which follows. A summary of the results of the Questionnaire accompanying the survey was also prepared (See Appendix C). An individual campus may wish to compare its campus summary with the statewide summary and the information summarized in the Questionnaire relating to staffing and organization of ILL operations. The analysis in this report covers only statewide operations although we certainly would encourage interested campuses to use the available data to analyze campus ILL operations to the extent that the data allow.

## Nineteen Campus Summary of Interlibrary

## Borrowing and Lending Statistics and Committee's Analysis

Borrowing transactions - 1949 transactions (1625 + 324)

1. Date of patron request to date library sends request - 1625 transactions

| Days elapsed | Number of transactions |
|---|---|
| 0 | 541 |
| 1 | 444 |
| 2 | 245 |
| 3 | 135 |
| 4 | 72 |
| 5 | 76 |
| 6 | 61 |
| 7 | 17 |
| 8 | 7 |
| 9 | 11 |
| 10 | 5 |
| 11 | 4 |
| 12 | 1 |
| 13 | 1 |
| 14 | 1 |
| 17 | 3 |
| 19 | 1 |

no date of patron request given - 324

COMMENTS:

A. 70% of all requests are handled within the first three days from date of patron request. 28% are handled the same day, and 51% by the end of the first day. By the end of seven days, almost all requests have been handled.

B. For most requests that are around for more than a week, we presume these have citation problems requiring re-contact of the patron to clarify data.

C. We assume that the 324 items with no dates would reflect the same distribution pattern already shown, and that there would be no change in the resultant handling of the workload.

D. Since these figures represent work done during a peak work load time, this reveals perhaps the slowest handling time that would occur during a year.

2. Method of sending requests

TF 1853

Mail 53

UPS 12

no indication given: 31

COMMENTS:

A. Telefacsimile is the overwhelming choice for sending requests, with 95% of all requests sent in that manner.

3. Location sent to

| | |
|---|---|
| CU | 326 |
| CLU | 171 |
| CSUC | 1430 |

no indication given: 22

COMMENTS:

A. The great majority of requests is sent to other CSUC libraries: 73% CSUC; 17% CU; 9% CLU.

B. San Francisco and Stanislaus have a higher percentage of requests sent to CU than have the other CSUC libraries. We hypothesize that this might be due to their faculty and graduate students having knowledge of CU's holdings.

4. Date request sent to status report - 443 transactions

| Days elapsed | Number of transactions |
|---|---|
| 0 | 88 |
| 1 | 128 |
| 2 | 82 |
| 3 | 47 |
| 4 | 30 |
| 5 | 19 |
| 6 | 7 |
| 7 | 7 |
| 8 | 6 |
| 9 | 7 |
| 10 | 3 |
| 11 | 4 |
| 12 | 5 |
| 13 | 1 |
| 14 | 3 |
| 18 | 1 |
| 20 | 2 |
| 21 | 1 |
| 24 | 1 |
| 26 | 1 |

COMMENTS:

A. These figures represent the days elapsed from the time the borrowing library sends out a request until the time a status report is received from the lending library.

B. 49% of all status reports are received by the end of the first day and 89% by the end of five working days. These percentages are very good considering the routines that must be done on the lending library's end of the operation.

C. The data in this section should be correlated with data from the lending libraries (table 2). The worst lending library figure is 13 days. Beyond that, days involved can probably be accounted for by CU and CLU figures which we do not have.

D. There are evidently occasional equipment problems with the unattended telefacsimile machines. Sometimes when no status report has been received, it turns out the lending library never received the request in the first place.

5. Cancelled

Yes 365

COMMENTS:

A. 19% of all requests made during the survey were cancelled.

B. A high percentage of cancellations are re-submitted to other libraries. (Although this is a wide-spread practice, libraries may wish to collect actual figures on a sample basis).

C. Correlation of this data with table 4 of lending libraries' transactions reveals reasons for cancellations.

D. During the survey period these figures represent one cancellation per request only.

6. Date item sent to date item received - 1377 items

| Days elapsed | Number of transactions |
|---|---|
| 0 | 3 |
| 1 | 349 |
| 2 | 563 |
| 3 | 258 |
| 4 | 140 |
| 5 | 44 |
| 6 | 4 |
| 7 | 5 |
| 8 | 2 |
| 9 | 5 |
| 10 | 4 |

COMMENTS:

A. These figures reflect the UPS turnaround time (or U.S. mail time in the case of Stanislaus). Of the 1,377 items sent, 64 were sent by mail and the rest by UPS.

B. The state average of the combined mail and UPS turnaround time is 2.3 days. The turnaround time for mailed items for Stanislaus is 2.1 days.

C. 66% of all items sent are received by the end of the second day, and 99% by the end of five working days.

D. UPS turnaround time data by campus.

1) Data for each campus reporting this information is appended to this report. (See Appendix B. Five campuses indicated borrowing activity with CSUC libraries, but did not specify which library, so their data are not available)

2) The data reveal many peculiarities not seemingly related to geography. For example:

a) There is 2 day delivery service from one end of the state to the other (SD to HU) but there are longer times in between.

b) Why does it take 9 days from HA to FR but only 2 days from SJ to FR and from SF to FR?

c) Why does it take 9 days to go from HA to FR when it takes 5 days to go from HU to FR?

d) Why does it take 4 days to go from HA to HU while from SJ to HU is 2 days, SF to HU is 3 days and LA to HU is 4 days?

e) Why does it take 4 days to go from HA to LB when it takes the same time to go from HU to LB?

f) It seems to take the same 4 days from SLO to several northern campuses (HU, HA, SA).

g) It takes 4 days to HU from SA, HA and LA. Why?

h) HA is getting terrible delivery service <u>out</u> and good delivery service <u>in</u>. Why? (UPS collects daily from HA, so pickup is not the problem).

The Committee feels that information about the internal routines of UPS will have to be gathered in order to understand the irregularities of the delivery service.

7. Date item received to date patron notified

| Days elapsed | Number of transactions |
|---|---|
| 0 | 1220 |
| 1 | 99 |
| 2 | 9 |
| 3 | 2 |
| 4 | 6 |
| 5 | 1 |
| 6 | 1 |

COMMENTS:

A. Notification is overwhelmingly done by the end of the first day, and most frequently the same day.

8. Type of notification

Mail 844

Phone 433

Other: 80 (in person; for library use)

COMMENTS:

A. Mail notification is used about twice as often as the telephone.

9. Date patron notified to date patron pickup

| Days elapsed | Number of transactions |
|---|---|
| 0 | 161 |
| 1 | 157 |
| 2 | 73 |
| 3 | 47 |
| 4 | 35 |
| 5 | 30 |
| 6 | 9 |
| 7 | 7 |
| 8 | 2 |
| 9 | 1 |
| 10 | 2 |
| 11 | 1 |
| 13 | 2 |

never: 29

COMMENTS:

A. Most campuses did not supply this data, but from what is available only 2% of requests were not picked up.

10. Complete turnaround time - 1307 completed transactions

| Days elapsed | Number of transactions | Cumulative Percentage of total |
|---|---|---|
| 1 | 9 | .7% |
| 2 | 82 | 7% |
| 3 | 87 | 14% |
| 4 | 203 | 29% |
| 5 | 227 | 47% |
| 6 | 200 | 62% |
| 7 | 133 | 72% |
| 8 | 99 | 80% |
| 9 | 74 | 85% |
| 10 | 50 | 89% |
| 11 | 46 | 92% |
| 12 | 41 | 96% |
| 13 | 14 | 97% |
| 14 | 9 | 97% |
| 15 | 15 | 99% |
| 16 | 3 | 99% |
| 17 | 5 | 99% |
| 18 | 4 | 99% |
| 19 | 4 | 99% |
| 20 | 2 | 100% |

COMMENTS:

A. It seems to take between 5 and 6 working days to complete 50% of requests; by 10 days the figure is almost 90%.

B. The average total turnaround time is 5.1 days. This is divided into three activities:

1) Borrowing library's routines 1.0 days

2) Lending library's routines 1.8 days

3) UPS or mail travel and delivery 2.3 days

Lending transactions - 1950 transactions (1544 complete; 406 cancellations)

1. Date received to date material sent - 1544 transactions

| Days elapsed | Number of transactions |
|---|---|
| 0 | 179 |
| 1 | 716 |
| 2 | 373 |
| 3 | 123 |
| 4 | 52 |
| 5 | 45 |
| 6 | 22 |
| 7 | 13 |
| 8 | 3 |
| 9 | 3 |
| 11 | 3 |
| 12 | 2 |
| 14 | 1 |
| 15 | 1 |
| 16 | 1 |
| 18 | 7 |

COMMENTS:

A. This category is intended to determine the time taken for in-house processing from the time a request is received until it is sent.

B. Of the 1950 requests made, 79% were filled; of these 12% were completed on the same day and 46% on the first day making 58% of the transactions completed by the first day. By the end of the third day 90% of all items available had been sent. Since 10% took 4 to 18 days it takes an average of 1.8 days to complete a transaction.

C. For items that took longer than three days, reasons are detailed in Table 3.

2. Date received to date status report

| Days elapsed | Number of transactions |
|---|---|
| 0 | 106 |
| 1 | 117 |
| 2 | 94 |
| 3 | 34 |
| 4 | 17 |
| 5 | 11 |
| 6 | 14 |
| 7 | 4 |
| 8 | 6 |
| 9 | 1 |
| 10 | 1 |
| 11 | 3 |
| 12 | 1 |
| 13 | 1 |

COMMENTS:

A. This factor was to determine the time it took to make a status report on materials not immediately located, but sent later. The majority of status reports are made very rapidly with 77% sent within 2 days and 96% by the end of the 6th. However, 4% of the reports are taking 7 to 13 days which seems to indicate internal processing problems with two or three campuses.

3. Delayed requests

| Days elapsed | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| searching | | 4 | 5 | 9 | 3 | 4 | 2 | 4 | 2 | 2 | | | 2 | 2 | | 1 | 1 | 1 | 1 | | | | 1 | 44 |
| hold placed | 8 | 9 | 7 | | 2 | 1 | 4 | | | 2 | 2 | | 1 | 1 | | | 1 | 1 | 1 | | | | | 40 |
| xerox down | | 5 | 20 | 3 | | | | | | | | | | | | | | | | | | | | 28 |
| in storage | | | | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| other* | 1 | 4 | | 3 | 2 | 1 | | | | | | | | | | | | | | | | | | 11 |
| totals | 9 | 22 | 32 | 16 | 7 | 6 | 6 | 4 | 2 | 4 | 2 | | 3 | 3 | | 1 | 2 | 2 | 2 | | | | 1 | 124 |

* incomplete or wrong citation - 8; part of copy missing - 1; incorrect xeroxing - 1; special permission to send - 1

COMMENTS:

A. A rather small percentage of the completed transactions were delayed, 8%. Of these delayed requests, searching for items owned by a library not only accounted for the largest percentage of delays with 35%, but it also took the longest to resolve with up to 22 days. System wide statistics indicate an extensive in-house use which could account for the large number of searches with most of the material being found and sent in 5 days.

B. Holds being placed on materials in circulation accounts for 32% of the delays. The table in number 4 would indicate patrons are willing to wait since there is a small percentage of cancellations due to holds.

C. Photocopy machine problems seem to be prevalent with 23%. These delays are of a short duration, 3 days maximum.

D. Other problems account for 10% of the delays. It is significant that citation problems led the list, having been given 8 times.

4. Cancellations

| Days elapsed | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| not owned | 75 | 52 | 28 | 17 | 4 | 8 | 3 | 1 | 1 | 2 | 2 | | 1 | | | | | | | | | | 194 |
| missing | 17 | 20 | 21 | 12 | 8 | 1 | 3 | 6 | 3 | 1 | | 2 | | 1 | | | | | | | | 1 | 96 |
| checked out | 7 | 4 | 3 | 1 | | | | | | | | | | | | | | | | | | | 15 |
| bindery | 1 | 11 | 2 | | 2 | | | | | | | | | | | | | | | | | | 16 |
| on reserve | | 3 | 1 | | | | | | | | | | | | | | | | | | | | 4 |
| non-circ | 3 | 3 | | | | | 3 | | | | | | | | | | | | | | | | 9 |
| other * | 30 | 23 | 7 | 3 | 3 | 1 | 2 | 2 | | 1 | | | | | | | | | | | | | 72 |
| totals | 133 | 116 | 62 | 33 | 17 | 10 | 11 | 9 | 4 | 4 | 2 | 2 | 1 | 1 | | | | | | | | | 406 |

* reasons:

discontinued receipt
scattered holdings
incorrect citations
CSUC-ULS list error (3)
microfilm only
on order
too tight to xerox
cancelled by borrower
already out to borrower
borrower got elsewhere
missing pages in lending library also
error by requestor
cancelled as duplicate
in heavy demand on home campus
article not in volume
delayed for searching, then declared missin

COMMENTS:

A. 21% of all the transactions resulted in cancellations. 10% of all transactions were cancelled because items were not owned. The LCCN Register is used extensively for locating purposes, but it is out of date and therefore not accurate. OCLC should alleviate the problems of identifying an appropriate lender as the CSUC system adds to the holdings.

B. Items listed as being owned but missing account for 24% of the cancellations. This might indicate a continuing problem with theft in the libraries.

C. As noted previously 32% of the delays in sending requests was the result of materials being in circulation. This apparently is not a great problem to the borrower because there are only 3.6% cancellations due to holds.

D. Materials at the bindery, on reserve, and non-circulating are a very small problem also, since these three items resulted in 7% of the cancellations. However, a wide variety of other reasons (see table) accounts for 18%.

SUMMARY

General Comments

The members of the Committee were unanimously impressed and gratified with the level of cooperation of the interlibrary lending personnel in the nineteen CSUC libraries. We were appreciative of the added workload this survey represented to everyone involved.

The Committee believes that the overall patterns of activity appear to be valid even though the sample size for some items might be considered small. The Committee did not want to make the data collection period longer than two weeks because of the workload it would mean during the busiest time of the Spring semester (or quarter). As it is, the sample represents almost 4,000 transactions, and the Committee doubts that a larger sample would reveal different activity patterns.

The Committee did find it interesting that there were almost an identical number of lending and borrowing transactions during the survey period, although because of the short time period it is clear that the bulk of the transactions are not matched requests and lends.

The Committee believes that the data reveal clearly that ILL activities are serving to use library resources in a cooperative way statewide.

Significant findings

1. Each library's ILL department puts a high priority on giving the best service possible. The 1.0 and 1.8 average days service support this conclusion.

2. There are fundamental peculiarities with the UPS delivery system. The delivery times between libraries in the state are not related to geographical locations at all. In terms of delivery time, the UPS and US mail are very close. In terms of total turnaround time (from patron request to receipt of requested item) delivery service takes almost as much time as the borrowing and lending libraries activities put together (2.8 days for library work; 2.3 days for UPS, 2.1 days for U.S. Mail).

3. Complete turnaround time averages 5.1 days statewide. (90% of items are not delivered until 10 working days). It appears impossible, given the present structure of library and delivery services, to achieve a 48 hour statewide average regardless of the delivery system used.

4. Although 10% of all transactions were cancelled because of "not owned" items, another major factor in cancellations (5% of transactions) is missing material. The non-ownership problem can conceivably be alleviated by OCLC and other national or regional data base systems, but the "missing" factor cannot be solved this way. Normally loss rates are related to use and one possible area of investigation (within libraries) that might prove helpful is to determine what is missing and what this means in terms of the need for possible duplication of materials.

5. 11% of status reports take longer than 5 days, and the Committee considers this figure too high to be satisfactory.

6. Some factors external to ILL departments impinge on the level of service the department is able to give:

    a) lack of priority access to photocopymachines or to reliable equipment

    b) ability to get items wrapped or shipped by mail rooms, etc.

    c) location of needed equipment which impedes completion of work, e.g., distant telefacsimile or photocopy equipment.

Recommendations related to findings

1. Each ILL operation should review its activities in relation to the statewide activity figures and the information summarized in the questionnaire relating to staffing and organization of ILL departments.

2. We recommend that the Learning Services Development Office of the Chancellor's Office do two studies relative to the UPS service:

    a. A cost comparison between U.S. mail and UPS, given our findings that the average delivery time for U.S. mail is 2.1 days and UPS is 2.3 days.

        1) As a corollary to this, libraries might want to begin making their own judgments about which delivery service to use based on the campus turnaround time information given in the report.

        2) At the next regional or statewide meeting of interlibrary loan personnel, some consideration of Stanislaus' current arrangement of mailing photocopies directly to another library's borrower might be considered. This might work for some libraries and, if so, it could save some turnaround time.

    b. An investigation of internal UPS routines affecting delivery times between different geographical locations.

We further recommend that these studies be done with all deliberate speed and that the results be disseminated to all library directors and ILL supervisors in the system.

3. Some appropriate group should undertake an investigation of what items are missing; the Committee assumes that the bulk of these are periodical articles since systemwide statistics indicate 60% of ILL requests are for photocopies. If this is so, an entire area of study is revealed related to periodical titles held in the system, what is missing, and the impact this information has on the cancellation of titles.

4. Patrons should be told that a completed interlibrary loan transaction will usually take from 5 to 10 working days.

    a. Some libraries can make faster predictions with their known successful borrowing and lending arrangements, but for the general case, we can now state with some degree of reliability what the average turnaround time is.

5. Each library should study its status report time in an effort to improve the slowest sending figure: 11% take longer than 5 days. One factor that should be checked is the possible failure of receipt of requests by libraries having non-attended telefacsimile machines. In this regard, we recommend that when no status report has been received for seven days that the borrowing library verify receipt of its original request.

# APPENDIX A

## Forms and Instructions

*San Francisco State University*

1600 HOLLOWAY AVENUE • SAN FRANCISCO, CALIFORNIA 94132

# Memorandum

To

Date: April 12, 1978

From: Nancy Noda, Network Committee, Northern Regional Library Cooperation Board

Subject: ILL Survey

The Network Committee of the Northern Regional Library Copperation Board is about to embark on a two week ILL survey. Attached is a copy of the survey materials which the ILBS contact person on your campus has received.

*San Francisco State University*

1600 HOLLOWAY AVENUE • SAN FRANCISCO, CALIFORNIA 94132

# Memorandum

To: ILBS Contact Person

Date:

From: Nancy Noda, SFSU, Secretary, Network Committee, Northern Regional Library Coperation Board

Subject: CSUC ILL Survey

Last December 6th, at the CSUC ILBS meeting in Los Angeles, I presented the northern Network Committee's plans to undertake a two week ILL survey of all CSUC campuses. The Committee is now ready to begin collecting data and would like to ask for your cooperation during the period April 17 through April 28. When the study is completed we will supply you with a tabulation of all information collected. The Committee hopes to establish an overall picture of just how well the ILL/ILBS operation is serving our collective needs. Our tabulations should also provide you with essential data to support any additions or changes you may wish to propose for your own ILL operation. We do not intend that this data will, or can, be used to compare one ILL operation with another. Indeed, we are asking each of you to fill out the enclosed questionnaire/description because we know how incommensurable our operations are. Again, the results of these brief organizational descriptions will be summarized for the benefit of all.

Please read through the instructions on the pages which follow. You will find a short questionnaire to fill out, instructions for tagging ILL transactions during the two week period and sample forms. A supply of forms for both lending and borrowing transactions will be mailed to you shortly. If you have any questions please call: Melissa Rose, Hayward ATSS 533-3631

or

Nancy Noda, San Francisco ATSS 554-2717

On behalf of the Committee, thank you for your cooperation in fulfilling our charge.

NORTHERN NETWORK COMMITTEE
ILL SURVEY
April 17 - April 28, 1978

QUESTIONNAIRE/DESCRIPTION

Name of Campus_____

Name of Respondent_____

1) Is ILL part of Reference or part of Circulation?

2) Are outgoing requests verified in reference or in ILL?

3) Does ILL do its own xeroxing?

4) Are materials packaged in ILL or in a central mail room?

5) Please describe briefly the staff devoted to ILL and the division of duties.

| | POSITION | HOURS/WEEK | RESPONSIBILITIES |
|---|---|---|---|
| EXAMPLE | student assistant II | 20 | pulls request from shelves<br>xeroxes materials |
| | CA II | 20 | types all requests<br>verifies CSUC periodicals<br>logs all materials borrowed and loaned<br>packages all materials |
| | LA I | 40 | supervises entire operation<br>verifies all books<br>patron notification |

| POSITION | HOURS/WEEK | RESPONSIBILITIES |
|---|---|---|
| | | |

6) Please list what equipment is in your immediate working area and/or to which you have priority access (e.g. phone, telefacsimile, scales, xerox, etc.)

7) Is there some aspect of your operation which you think is a distinct advantage (location, size, number of personnel, equipment, etc)?

8) Is there some aspect of your operation which you think should or could be improved (location, size, number of personnel, equipment, etc.)

ILL SURVEY

NORTHERN NETWORK COMMITTEE

General Directions for Tagging Lending and Borrowing Transactions, April 17-April 28

We are interested in borrowing and lending transactions within the CSUC system (i.e. telefacsimile transactions). Fill out a survey tag for each request you make or receive from another CSUC campus, Berkeley or UCLA. We are not interested in ALA (mail) requests; however, some of you are now using the mail or UPS to send CSUC requests. We are interested in these. When a cancellation occurs for either a lending or borrowing transaction, you needn't record any further information for that request. Please return all completed forms and your questionnaire on or before May 19, 1978 to:

Melissa Rose, Chairperson
Northern Network Committee
CSU Hayward

via UPS.

Special Note to Lending Libraries: If you do not enclose a copy of the original telefacsimile request with the material you are loaning, please stamp the date sent on the return address label of the package or envelope. Thank you.

CSU_____ Borrowing Transaction — Write in your campus intials

Transaction number_____ — Write in your transaction number

Date of patron request_____

Date request sent_____

via TF_____ via U.S. Mail_____ — Check one

to CSU_____ CU_____ CLU_____ — Write in the appropriate CSUC Campus initial or check CU or CLU

Date status received_____

Cancellation? yes_____ no_____ — Although you may resend a cancelled request you needn't record any further information for the survey

Date item sent_____

Date item received_____ — Record this information from the TF slip enclosed or from the package

Date patron notified_____

by phone_____ by mail_____ — Check one

Date patron picked up material

_____ — If you do not normally record this information, please disregard this blank.

NORTHERN NETWORK ILL SURVEY

LENDING TRANSACTION TAG

CSU_____ Lending Transaction — Write in your campus initials

Transaction number_____ — Write in their transaction number

Date request received_____

Date status report made_____ — if applicable

Cancelled:

_not owned

_missing

_checked out

_bindery

_on reserve

_non-circ.

_other*

Delayed:

___searching

___hold placed

___xerox down

___in storage

___other*

} Types of status reports

Date material sent_____

by UPS_____ by U.S. Mail_____ — Check one

Please specify_____

_____

## APPENDIX B

Turnaround time by campus

APPENDIX B

DOMINGUEZ HILLS

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Tot |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | | | | | | | | | | | | | | | | | | | | |
| Chico | | | | | | | | | | | | | | | | | | | | | |
| Dominguez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | | | | | | | | | | | | | | | | | | | | | |
| Hayward | | | | | | | | | | | | | | | | | | | | | |
| Humboldt | | | | | | | | | | | | | | | | | | | | | |
| Long Beach | | | | | | | | | | | | | | | | | | | | | |
| Los Angeles | | 1 | 4 | | | | | | | | | | | | | | | | | | 5 |
| Northridge | 17 | | | | | | | | | | | | | | | | | | | | 17 |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | | | | | | | | | | | | | | | | | | | | |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | | | | | | | | | | | | | | | | | | | | | |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | | | | | | | | | | | | | | | | | | | | |
| Berkeley | | 1 | 1 | | | | | | | | | | | | | | | | | | 2 |
| UCLA | 2 | | | | | | | | | | | | | | | | | | | | 2 |

FRESNO

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | | 2 | 1 | | | | | | | | | | | | | | | | | 3 |
| Chico | | | | | | | | | | | | | | | | | | | | | |
| Dominquez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | | | | | | | | | | | | | | | | | | | | | |
| Hayward | | | | | | | | | 2 | | | | | | | | | | | | 2 |
| Humboldt | | | | 1 | 2 | | | | | | | | | | | | | | | | 3 |
| Long Beach | | | | | | | | | | | | | | | | | | | | | |
| Los Angeles | | | | | | | | | | | | | | | | | | | | | |
| Northridge | | | | | | | | | | | | | | | | | | | | | |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | | | | | | | | | | | | | | | | | | | | |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | | 1 | | | | | | | | | | | | | | | | | | 1 |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | | 3 | | | | | | | | | | | | | | | | | | | 3 |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | 2 | 3 | | | | | | | | | | | | | | | | | | 5 |
| Berkeley | | | | | | | | | | | | | | | | | | | | | |
| UCLA | | | | | | | | | | | | | | | | | | | | | |

FULLERTON

## Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| akersfield | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| hico | 3 | 1 | | | | | | | | | | | | | | | | | | | 4 |
| ominquez Hills | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| resno | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| ullerton | | | | | | | | | | | | | | | | | | | | | |
| ayward | | | | | | | | | | | | | | | | | | | | | |
| umboldt | | | | | 2 | | | | | | | | | | | | | | | | 2 |
| ong Beach | 2 | 1 | | | | | | | | | | | | | | | | | | | 3 |
| os Angeles | 3 | 2 | 1 | | | | | | | | | | | | | | | | | | 6 |
| orthridge | 12 | 5 | 1 | | | | | | | | | | | | | | | | | | 18 |
| omona | 3 | | | | | | | | | | | | | | | | | | | | 3 |
| acramento | | | 5 | | 2 | | | | | | | | | | | | | | | | 7 |
| an Bernardino | | | | | | | | | | | | | | | | | | | | | |
| an Diego | 3 | 1 | | | | | | | | | | | | | | | | | | | 4 |
| an Francisco | | | | | | | | | | | | | | | | | | | | | |
| an Jose | | | | | | | | | | | | | | | | | | | | | |
| an Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| onoma | | | | | | | | | | | | | | | | | | | | | |
| tanislaus | 1 | | 2 | | | | | | | | | | | | | | | | | | 3 |
| erkeley | | 7 | 3 | | | | | | | | | | | | | | | | | | 10 |
| LA | 9 | Items with no "sent" dates given | | | | | | | | | | | | | | | | | | | 9 |

HAYWARD

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | | | | | | | | | | | | | | | | | | | | |
| Chico | 4 | 1 | | | | | | | | | | | | | | | | | | | 5 |
| Dominquez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | | 1 | 1 | 1 | 2 | | | | | | | | | | | | | | | | 5 |
| Hayward | | | | | | | | | | | | | | | | | | | | | |
| Humboldt | | | | | | | | | | | | | | | | | | | | | |
| Long Beach | | 4 | 1 | | | | | | | | | | | | | | | | | | 5 |
| Los Angeles | | | | | | | | | | | | | | | | | | | | | |
| Northridge | | 2 | | | | | | | | | | | | | | | | | | | 2 |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | 3 | | 4 | | | | | | | | | | | | | | | | | 7 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| San Francisco | 5 | | | | | | | | | | | | | | | | | | | | 5 |
| San Jose | 12 | | | | | | | | | | | | | | | | | | | | 12 |
| San Luis Obispo | | | | 2 | | | | | | | | | | | | | | | | | 2 |
| Sonoma | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| Stanislaus | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| Berkeley | 4 | 1 | | | 1 | | | | | | | | | | | | | | | | 6 |
| UCLA | | | 3 | | | | | | | | | | | | | | | | | | 3 |

APPENDIX B

## Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | | | 2 | | | | | | | | | | | | | | | | | 4 |
| Chico | 7 | 2 | | | | | | | | | | | | | | | | | | | 9 |
| Dominguez Hills | | 3 | | | | | | | | | | | | | | | | | | | 3 |
| Fresno | | 5 | 3 | | | | | | | | | | | | | | | | | | 8 |
| Fullerton | | | 1 | 1 | | | | | | | | | | | | | | | | | 2 |
| Hayward | | | | 1 | | | | | | | | | | | | | | | | | 1 |
| Humboldt | | | | | | | | | | | | | | | | | | | | | |
| Long Beach | | 3 | | 1 | | | | | | | | | | | | | | | | | 4 |
| Los Angeles | | | 2 | 7 | | | | | | | | | | | | | | | | | 9 |
| Northridge | | 3 | 4 | 3 | | | | | | | | | | | | | | | | | 10 |
| Pomona | | 6 | | | | | | | | | | | | | | | | | | | 6 |
| Sacramento | | 1 | 6 | 1 | 4 | | | | | | | | | | | | | | | | 12 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | 8 | 4 | | | | | 1 | | | | | | | | | | | | | 13 |
| San Francisco | | | 5 | | | | | | | | | | | | | | | | | | 5 |
| San Jose | | 9 | 2 | | | | | | | | | | | | | | | | | | 11 |
| San Luis Obispo | | | 2 | | | | | | | | | | | | | | | | | | 2 |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | | | | | | | | | | | | | | | | | | | | |
| Berkeley | 5 | 2 | 1 | | | | | | | | | | | | | | | | | | 8 |
| UCLA | | | | 1 | 1 | | | | | | | | | | | | | | | | 2 |

LONG BEACH

## Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | 3 | | | | | | | | | | | | | | | | | | | | 3 |
| Chico | | 3 | 3 | | | | | | | | | | | | | | | | | | 6 |
| Dominguez Hills | 8 | | 2 | | | | | | | | | | | | | | | | | | 10 |
| Fresno | | 3 | 3 | | | | | | | | | | | | | | | | | | 6 |
| Fullerton | 2 | 3 | | | | | | | | | | | | | | | | | | | 5 |
| Hayward | | | 3 | 3 | 4 | | | | | | | | | | | | | | | | 15 |
| Humboldt | | | 3 | 1 | 3 | | | | | | | | | | | | | | | | 7 |
| Long Beach | | | | | | | | | | | | | | | | | | | | | |
| Los Angeles | | 5 | | | | | | | | | | | | | | | | | | | 5 |
| Northridge | 3 | | | | | | | | | | | | | | | | | | | | 3 |
| Pomona | 4 | | | | | | | | | | | | | | | | | | | | 4 |
| Sacramento | | | 6 | | | | | | | | | | | | | | | | | | 6 |
| San Bernardino | | 1 | 1 | | | | | | | | | | | | | | | | | | 2 |
| San Diego | 7 | | | | | | | | | | | | | | | | | | | | 7 |
| San Francisco | | 2 | | | | | | | | | | | | | | | | | | | 2 |
| San Jose | | 4 | | | | | | | | | | | | | | | | | | | 4 |
| San Luis Obispo | 4 | 4 | 1 | | | | | | | | | | | | | | | | | | 9 |
| Sonoma | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| Stanislaus | 1 | | 4 | | | | | | | | | | | | | | | | | | 5 |
| Berkeley | | 21 | 8 | 1 | | | | | | | | | | | | | | | | | 30 |
| UCLA 39 | 22 items with no "sent" dates specified | | | | | | | | | | | | | | | | | | | 40 | 22 |

POMONA

## APPENDIX B

### Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| akersfield | | | | | | | | | | | | | | | | | | | | | |
| hico | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| ominquez Hills | | | | | | | | | | | | | | | | | | | | | |
| resno | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| ullerton | | | | | | | | | | | | | | | | | | | | | |
| ayward | | | | 4 | | | | | | | | | | | | | | | | | 4 |
| umboldt | | | | | | | | | | | | | | | | | | | | | |
| ong Beach | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| os Angeles | | | | | | | | | | | | | | | | | | | | | |
| orthridge | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| omona | | | | | | | | | | | | | | | | | | | | | |
| acramento | | | 1 | | | | | | | | | | | | | | | | | | 1 |
| an Bernardino | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| an Diego | 3 | 1 | | | | | | | | | | | | | | | | | | | 4 |
| an Francisco | | | | | | | | | | | | | | | | | | | | | |
| an Jose | | | | | | | | | | | | | | | | | | | | | |
| an Luis Obispo | 1 | | 1 | | | | | | | | | | | | | | | | | | 2 |
| onoma | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| laus | | 2 | | | | | | | | | | | | | | | | | | | 2 |
| | | | | | | | | | | | | | | | | | | | | | |
| nley | | | | 1 | | | | | | | | | | | | | | | | | 1 |
| LA | 2 | 3 | | | | | | | | | | | | | | | | | | | 5 |

## Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | 2 | | | | | | | | | | | | | | | | | | | 2 |
| Chico | 7 | 1 | | | | | | | | | | | | | | | | | | | 8 |
| Dominquez Hills | | 1 | | 4 | | | | | | | | | | | | | | | | | 5 |
| Fresno | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| Fullerton | | 5 | | | | | | | | | | | | | | | | | | | 5 |
| Hayward | | | 3 | 1 | | | | | | | | | | | | | | | | | 4 |
| Humboldt | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| Long Beach | | | | | | | | | | | | | | | | | | | | | |
| Los Angeles | | | 5 | 1 | | | | | | | | | | | | | | | | | 6 |
| Northridge | | 7 | | | | | | | | | | | | | | | | | | | 7 |
| Pomona | | 4 | | | | | | | | | | | | | | | | | | | 4 |
| Sacramento | | | | | | | | | | | | | | | | | | | | | |
| San Bernardino | | | 4 | | | | | | | | | | | | | | | | | | 4 |
| San Diego | | 3 | 1 | | | | | | | | | | | | | | | | | | 4 |
| San Francisco | 2 | | | | | | | | | | | | | | | | | | | | 1 |
| San Jose | 5 | | | | 1 | | | | | | | | | | | | | | | | 6 |
| San Luis Obispo | | | 1 | 4 | | | | | | | | | | | | | | | | | 5 |
| Sonoma | 3 | | | | | | | | | | | | | | | | | | | | 3 |
| Stanislaus | | | 2 | | | | | | | | | | | | | | | | | | 2 |
| Berkeley | 7 | 8 | | | | | | | | | | | | | | | | | | | 15 |
| UCLA | | 2 | | | | | | | | | | | | | | | | | | | 2 |

SAN BERNARDINO

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| Chico | | | | | | | | | | | | | | | | | | | | | |
| Dominguez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | 1 | | | 2 | | | | | | | | | | | | | | | | | 3 |
| Hayward | | | | | | | | | | | | | | | | | | | | | |
| Humboldt | | | | | | | | | | | | | | | | | | | | | |
| Long Beach | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| Los Angeles | | | 2 | | | | | | | | | | | | | | | | | | 2 |
| Northridge | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | | | | | | | | | | | | | | | | | | | | |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | | | | | | | | | | | | | | | | | | | | | |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | | | | | | | | | | | | | | | | | | | | |
| Berkeley | | | | | | | | | | | | | | | | | | | | | |
| UCLA | | | | | | | | | | | | | | | | | | | | | |

SAN DIEGO

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | | | | | | | | | | | | | | | | | | | | |
| Chico | | 3 | | | | | | | | | | | | | | | | | | | 3 |
| Dominguez Hills | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | 4 | 1 | | | | | | | | | | | | | | | | | | | 5 |
| Hayward | | 1 | 8 | 4 | 1 | | | | | | | | | | | | | | | | 14 |
| Humboldt | | | | | | | | | | | | | | | | | | | | | |
| Long Beach | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| Los Angeles | | 6 | 3 | | | | | | | | | | | | | | | | | | 9 |
| Northridge | 42 | 1 | 1 | | | | | | | | | | | | | | | | | | 44 |
| Pomona | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| Sacramento | | 2 | 6 | | | | | | | | | | | | | | | | | | 8 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | | | | | | | | | | | | | | | | | | | | |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | 1 | 13 | | | | | | | | | | | | | | | | | | | 14 |
| San Luis Obispo | 1 | | 2 | | | | | | | | | | | | | | | | | | 3 |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | | | | | | | | | | | | | | | | | | | | |
| Berkeley | | 14 | 6 | 1 | | | | 1 | | | | | | | | | | | | | 22 |
| UCLA | 28 | 2 | 4 | 1 | | | 1 | | | | | | | | | | | | | | 36 |

## APPENDIX B

SAN FRANCISCO

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| Chico | 10 | | | | | | | | | | | | | | | | | | | | 10 |
| Dominguez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | 4 | | | | | | | | | | | | | | | | | | | | 4 |
| Fullerton | 2 | 2 | | 1 | | | | | | | | | | | | | | | | | 5 |
| Hayward | | | | | | | | | | | | | | | | | | | | | |
| Humboldt | | | | 1 | | | | | | | | | | | | | | | | | 1 |
| Long Beach | | 6 | | | | | | | | | | | | | | | | | | | 6 |
| Los Angeles | | | 1 | | | | | | | | | | | | | | | | | | 1 |
| Northridge | | 6 | 2 | | | | | | | | | | | | | | | | | | 8 |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | 6 | 2 | 4 | | | | | | | | | | | | | | | | | 12 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | 6 | | | | | | | | | | | | | | | | | | | 6 |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | 10 | | | | | | | | | | | | | | | | | | | | 10 |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonoma | 5 | 1 | | | | | | | | | | | | | | | | | | | 6 |
| Stanislaus | 1 | 4 | | | | | | | | | | | | | | | | | | | 5 |
| Berkeley | 23 | 3 | 2 | | | | | | | | | | | | | | | | | | 28 |
| | | | | | | | | | | | | | | | | | | | | | 1 |

SAN JOSE

## Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | 1 | 6 | 3 | | | | | | | | | | | | | | | | | | 10 |
| Chico | 6 | 4 | | 1 | | | | | | | | | | | | | | | | | 11 |
| Dominquez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| Hayward | | 4 | 2 | 6 | | | | | | | | | | | | | | | | | 12 |
| Humboldt | | | | 1 | | | | | | | | | | | | | | | | | 1 |
| Long Beach | | | | | | | | | | | | | | | | | | | | | |
| Los Angeles | | 2 | 2 | 1 | | | | | | | | | | | | | | | | | 5 |
| Northridge | 1 | 4 | 1 | | | | | | | | | | | | | | | | | | 6 |
| Pomona | | 4 | | | | | | | | | | | | | | | | | | | 4 |
| Sacramento | | 3 | | 2 | | | | | | | | | | | | | | | | | 5 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | 22 | 1 | | | | | | | | | | | | | | | | | | 23 |
| San Francisco | 4 | | 1 | 1 | | | | | | | | | | | | | | | | | 6 |
| San Jose | | | | | | | | | | | | | | | | | | | | | |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | 8 | | | | | | | | | | | | | | | | | | | | 8 |
| Berkeley | 7 | 6 | | | | | | | | | | | | | | | | | | | 13 |
| UCLA 51 | | | | | | | | | | | | | | | | | | | | | 52 |

SAN LUIS OBISPO

## Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | 2 | | | | | | | | | | | | | | | | | | | | 2 |
| Chico | | 6 | 1 | 1 | 1 | | | | | | | | | | | | | | | | 9 |
| Dominquez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | 2 | 1 | | | | | | | | | | | | | | | | | | 3 |
| Fullerton | 1 | | | | | | | | | | | | | | | | | | | | 1 |
| Hayward | | | | | 1 | | | | | | | | | | | | | | | | 1 |
| Humboldt | | | | 3 | | | | | | | | | | | | | | | | | 3 |
| Long Beach | 2 | 1 | | | | | | | | | 1 | | | | | | | | | | 4 |
| Los Angeles | | 3 | 1 | 1 | | | | | | | | | | | | | | | | | 5 |
| Northridge | 7 | 4 | 1 | | | | | | | | | | | | | | | | | | 12 |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | | 1 | | | | | | | | | | | | | | | | | | 1 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | 4 | 4 | | 1 | | | | | | | | | | | | | | | | | 9 |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | | 3 | 1 | | | | | | | | | | | | | | | | | | 4 |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonoma | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | | | | | | | | | | | | | | | | | | | | |
| Berkeley | | 3 | 4 | 2 | | | | | | | | | | | | | | | | | 9 |
| UCLA | | | | | | | | | | | | | | | | | | | | | |

APPENDIX B

STAN[illegible]LAUS

Date Item Sent to Date Item Received - By Campus

| From: | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Bakersfield | | | | | | | | | | | | | | | | | | | | | |
| Chico | 6 | | | | | | | | | | | | | | | | | | | | 6 |
| Dominguez Hills | | | | | | | | | | | | | | | | | | | | | |
| Fresno | | | | | | | | | | | | | | | | | | | | | |
| Fullerton | | | | 1 | 1 | | | | | | | | | | | | | | | | 2 |
| Hayward | | 1 | 2 | | | | | | | | | | | | | | | | | | 3 |
| Humboldt | | | | 2 | | | | | | | | | | | | | | | | | 2 |
| Long Beach | | 1 | | | | | | | | | | | | | | | | | | | 1 |
| Los Angeles | | | 1 | 1 | | | | | | | | | | | | | | | | 1 | 2 |
| Northridge | | 2 | | | 1 | | | | | | | | | | | | | | | | 3 |
| Pomona | | | | | | | | | | | | | | | | | | | | | |
| Sacramento | | 8 | | 1 | | | | | | | | | | | | | | | | | 9 |
| San Bernardino | | | | | | | | | | | | | | | | | | | | | |
| San Diego | | 2 | | | | | | | | | | | | | | | | | | | 2 |
| San Francisco | | | | | | | | | | | | | | | | | | | | | |
| San Jose | 5 | | | | | | | | | | | | | | | | | | | | 5 |
| San Luis Obispo | | | | | | | | | | | | | | | | | | | | | |
| Sonora | | | | | | | | | | | | | | | | | | | | | |
| Stanislaus | | | | | | | | | | | | | | | | | | | | | |
| Berkeley | 15 | 3 | | | | | | | | | | | | | | | | | | | 18 |
| UCLA | | | 1 | | | | | | | | | | | | | | | | | | 1 |

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APPENDIX C

Questionnaire

(Partial Summary)

QUESTIONNAIRE/DESCRIPTION

NORTHERN NETWORK COMMITTEE
ILL SURVEY, APRIL 17-28, 1978

SUMMARY OF RESULTS

1. IS ILL PART OF REFERENCE OR PART OF CIRCULATION?

| CSUC | CIRCULATION | REFERENCE | SEPARATE UNIT | OTHER |
|---|---|---|---|---|
| BK | X | | | |
| CH | | X | | |
| DH | | X | | |
| FR | | X | | |
| FU | | X | | |
| HA | | X | | |
| HU | | X | | |
| LA | | X | | |
| LB | X | | | |
| NO | | X | | |
| PO | | X | | |
| SA | X | | | |
| SB | | X | | |
| SD | X | | | |
| SF | X | | | |
| SJ | X | | | |
| SL | | | | Part of a new unit-- Automated Retrieval & ILL |
| SN | | X | | |
| ST | | | X | |
| TOTAL | 6 | 11 | 1 | 1 |

2. ARE OUTGOING REQUESTS VERIFIED IN REFERENCE OR IN ILL?

| CSUC | REFERENCE | INTERLIBRARY LOAN |
|---|---|---|
| BK | | X |
| CH | | X |
| DH | | X |
| FR | | X |
| FU | | X |
| *HA | | X |
| HU | | X |
| LA | X | |
| LB | | X |
| NO | | X |
| PO | X (periodical requests) | X (book requests) |
| SA | | X |
| SB | | X |
| SD | | X |
| SF | | X |
| SJ | X | |
| SL | | X |
| *SN | | X |
| ST | X | X |
| TOTAL | 4 | 17 |

*Response indicated "IN ILL WHICH IS PART OF REFERENCE."

3. DOES ILL DO ITS OWN XEROXING?

| CSUC | INTERLIBRARY LOAN | PHOTO DUPLICATING | OTHER |
|---|---|---|---|
| BK | X | | |
| CH | X | | |
| DH | X | | |
| FR | X | | |
| FU | X | | |
| HA | X | | |
| HU | | X | |
| LA | X | | |
| LB | X | | |
| NO | X | | |
| PO | X | | |
| SA | | X | |
| SB | | | X<br>END PROCESSING DEPT. |
| SD | | X | |
| SF | | X | |
| SJ | | X | |
| SL | X | | |
| SN | | X | |
| ST | X | | |
| TOTAL | 12 | 6 | 1 |

4. ARE MATERIALS PACKAGED IN ILL OR IN A CENTRAL MAIL ROOM?

| CSUC | INTERLIBRARY LOAN | CENTRAL MAIL ROOM | OTHER |
|---|---|---|---|
| BK | X | | |
| CH | X | | |
| DH | X | | |
| FR | X (ILBS Materials) | X (all other mail) | |
| FU | X | | |
| HA | | X | |
| HU | | X | |
| LA | X (ILBS Materials) | X (all other mail) | |
| LB | X (CLUC Materials) | X (all other mail) | |
| NO | X | | |
| PO | X | | |
| SA | | X | |
| SB | X | | |
| SD | | X (by ILL personnel) | |
| SF | X | | |
| SJ | X (CSUC Materials) | X (non-CSUC Materials) | |
| SL | X | | |
| SN | X | | |
| ST | X (1st Class Material) | | X (UPS & other library-separate department) |
| TOTAL | 15 | 8 | 1 |

5. DESCRIBE BRIEFLY THE STAFF DEVOTED TO ILL AND THE DIVISION OF DUTIES (HOURS PER WEEK ONLY).

| CSUC | LIBRARIAN | LIBRARY ASSISTANT | CLERICAL ASSISTANT | STUDENT ASSISTANT | TOTAL HOURS PER WEEK |
|---|---|---|---|---|---|
| BK | | LA I--20/hrs. | CA II--20/hrs. | SA II--20/hrs. | 60 |
| CH | Assoc Lib 15-20/hrs | LA II--40/hrs. | CA II--40/hrs. | SA -- 24/hrs. (two) | 119-124 |
| DH | | | CA II--24/hrs. | SA -- 16/hrs. (three) | 40 |
| FR | | LA II--40/hrs. | CA II--40/hrs. | | 80 |
| FU | 20/hrs. | LA II--40/hrs. | | SA -- 17/hrs. (three)<br>LA (Lib. Aide) 20/hrs. | 97 |
| HA | Asst Lib 12/hrs. | LA I--5/hrs. | CA II--32/hrs. | SA II--5/hrs. | 54 |
| HU | Asst Lib 36/hrs. | | CA II--36/hrs. | SA -- 40/hrs. (three) | 112 |
| LA | | LA II--40/hrs. | | SA IV--20/hrs<br>SA II--15 1/2/hrs. (three) | 75 1/2 |

5. cont.

| CSUC | LIBRARIAN | LIBRARY ASSISTANT | CLERICAL ASSISTANT | STUDENT ASSISTANT | TOTAL HOURS PER WEEK |
|---|---|---|---|---|---|
| LB | | LA I--40/hrs.<br>LA II--40/hrs. | | SA I--20/hrs.<br>SA II--20/hrs. | 120 |
| NO | Asst Lib 20/hrs. | LA II--30/hrs. | CA II--12/hrs. | SA I--40/hrs. (seven)<br>SA II--20/hrs. (two) | 122 |
| PO | | LA I--40/hrs. | CA II--5-10/hrs. | SA -- 5-10/hrs. | 50-60 |
| SA | | LA II--40/hrs. | CA II--20/hrs. | SA I--10/hrs.<br>SA II--20/hrs. | 90 |
| SB | | LA III--5/hrs. | CA II--35/hrs. | SA -- 5-7/hrs<br>Receiving Clerk 3/hrs. | 48-50 |
| SD | | LA II--30/hrs.<br>LA III--40/hrs. | CA II--40/hrs. | SA -- 25/hrs (two) | 135 |
| SF | Asst Lib 40/hrs. | | CA II--20/hrs. | SA -- 20/hrs. | 80 |

5. cont.

| CSUC | LIBRARIAN | LIBRARY ASSISTANT | CLERICAL ASSISTANT | STUDENT ASSISTANT | TOTAL HOURS PER WEEK |
|---|---|---|---|---|---|
| SJ | Sr. Asst Lib 1/hrs. | LA I--40/hrs.<br>LA I--20/hrs. | | SA -- 28 hrs. (two) | 89 |
| SL | Sr. Asst Lib 10/hrs. | LA II--40/hrs. | CA -- 20/hrs. | SA -- 25/hrs. | 95 |
| SN | | LA I--40/hrs | | SA -- 14/hrs.<br>High School Student--10/hrs. | 64 |
| ST | | LA I--40/hrs. | | SA -- 30/hrs. (two) | 70 |

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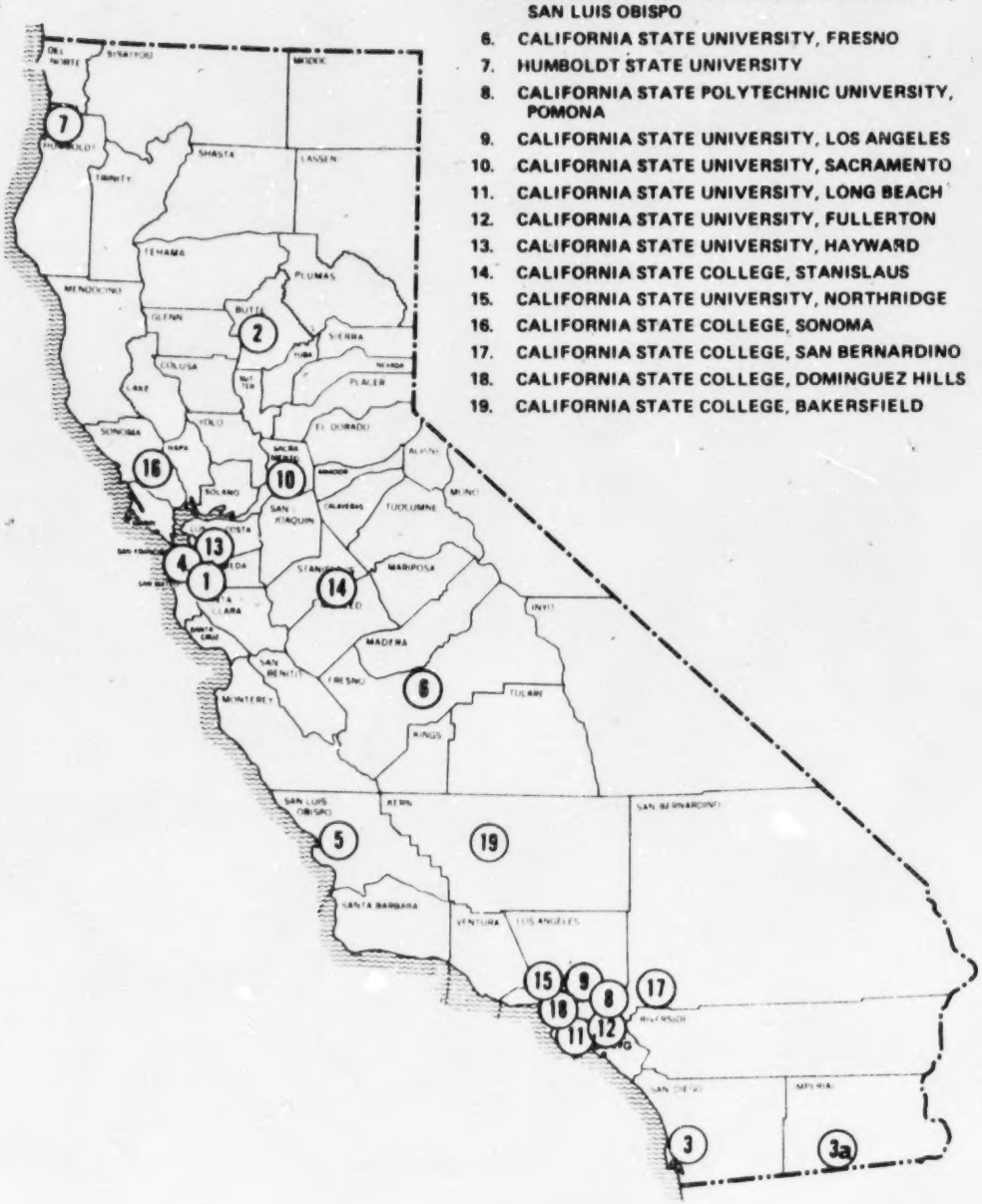
# THE CALIFORNIA STATE UNIVERSITY AND COLLEGES

| | CHRONOLOGICAL ORDER AND NAME OF CAMPUS | DATE ESTABLISHED |
|---|---|---|
| 1. | SAN JOSE STATE UNIVERSITY | 1857 |
| 2. | CALIFORNIA STATE UNIVERSITY, CHICO | 1887 |
| 3. | SAN DIEGO STATE UNIVERSITY | 1897 |
| 3a. | IMPERIAL VALLEY CAMPUS | |
| 4. | SAN FRANCISCO STATE UNIVERSITY | 1899 |
| 5. | CALIFORNIA POLYTECHNIC STATE UNIVERSITY, SAN LUIS OBISPO | 1901 |
| 6. | CALIFORNIA STATE UNIVERSITY, FRESNO | 1911 |
| 7. | HUMBOLDT STATE UNIVERSITY | 1913 |
| 8. | CALIFORNIA STATE POLYTECHNIC UNIVERSITY, POMONA | 1938 |
| 9. | CALIFORNIA STATE UNIVERSITY, LOS ANGELES | 1947 |
| 10. | CALIFORNIA STATE UNIVERSITY, SACRAMENTO | 1947 |
| 11. | CALIFORNIA STATE UNIVERSITY, LONG BEACH | 1949 |
| 12. | CALIFORNIA STATE UNIVERSITY, FULLERTON | 1957 |
| 13. | CALIFORNIA STATE UNIVERSITY, HAYWARD | 1957 |
| 14. | CALIFORNIA STATE COLLEGE, STANISLAUS | 1957 |
| 15. | CALIFORNIA STATE UNIVERSITY, NORTHRIDGE | 1958 |
| 16. | CALIFORNIA STATE COLLEGE, SONOMA | 1960 |
| 17. | CALIFORNIA STATE COLLEGE, SAN BERNARDINO | 1960 |
| 18. | CALIFORNIA STATE COLLEGE, DOMINGUEZ HILLS | 1960 |
| 19. | CALIFORNIA STATE COLLEGE, BAKERSFIELD | 1965 |

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